

Lobby Management 2-11-13 to 2-14-13 Final

Service	Avg. Service Time	Avg. Waiting Time	Waiting Time Distribution						Total Served	Served or Abandon	Total Abandon	% Abandon	% Wait within Goal
			<=5:00	<=10:00	<=15:00	<=20:00	<=25:00	>25:00					
BL- Business License - NEW	00:19:00	00:15:39	2	2		1		3	8	8	0	0%	63%
BL- Business License - RENEWAL	00:13:29	00:09:59	1	1			1		4	6	2	33%	67%
BL- Business License Question	00:08:02	00:16:51		2	1		1	1	6	6	0	0%	60%
BL- Contractor License	00:54:24	00:14:04			1				1	1	0	0%	100%
BL- Landscaper Registration	00:01:52	00:22:15					1		1	1	0	0%	0%
BL- Rental License - NEW	00:43:02	00:00:00							1	1	0	0%	0%
BL- Rental License - RENEWAL	00:02:03	00:17:51				1			1	1	0	0%	0%
BP- Building General Questions	00:07:50	00:04:21	22	3	3	1		1	35	38	3	8%	97%
BP- Building Payment Only	00:08:12	00:05:34	21	1	5	1	2		31	39	8	21%	73%
BP- Building Permit - NEW	00:19:27	00:08:48	47	13	16	7	5	8	104	114	10	9%	86%
BP- Building Permit - PICKUP	00:10:01	00:03:50	51	14	5		1		73	74	1	1%	99%
BP- Building Permit - REVISION	00:13:12	00:06:31	25	5	6	6		1	43	43	0	0%	98%
BP- Building Permit CO/TCO	00:12:15	00:07:08	9		2	1		1	14	16	2	13%	92%
BP- Building Permit Corrections	00:09:10	00:08:49	13	2	2	1	1	3	24	25	1	4%	82%
BP- Building Plan Review Appointment	00:14:51	00:09:10	4	2	3			1	10	10	0	0%	90%
BP- Meet with Building Inspector	00:02:49	00:18:45				1			1	1	0	0%	0%
BP-Building Permit - EXPIRED	00:14:27	00:06:58	4	1	4				9	9	0	0%	100%
CE- Code Complaint	00:06:45	00:03:15	6	2					6	6	0	0%	100%
CE- Code Liens	00:09:04	00:02:15	2						2	2	0	0%	100%
CE- Code Payments	00:05:59	00:01:59	1						1	1	0	0%	100%
CE- Code Violations	00:14:23	00:03:52	10	1	2				13	13	0	0%	100%
ENG- Engineering Permit Pickup - Payr	00:05:44	00:04:12	1	1					2	2	0	0%	100%
ENG- Engineering Questions	00:01:11	00:14:48	2	1	1			2	8	10	2	20%	67%
PT- Parking Tickets	00:04:37	00:04:11	9	3	1				13	14	1	7%	69%
PZ- Agenda Questions (ARB-DRC-EPC	00:07:46	00:04:26	2	1					3	3	0	0%	100%
PZ- House and Driveway Color	00:06:13	00:06:05	5	2	3				10	11	1	9%	100%
PZ- Planning and Zoning Application	00:03:50	00:12:27	2	1		1	2		5	6	1	17%	50%
PZ- Planning and Zoning General Inform	00:08:15	00:07:58	12	1	1	3		1	18	18	0	0%	78%
PZ- Special Use Permits	00:03:34	00:14:28			1	1			2	2	0	0%	50%
PZ- Tree and Vegetation Removal	00:10:12	00:07:13	4	4		2			10	10	0	0%	80%
UT- Other Water Service	00:10:36	00:04:13	10	1	1		1		12	13	1	8%	92%
UT- Water - Close Account	00:20:25	00:00:00	1						2	3	1	33%	100%
UT- Water - New Account	00:15:36	00:08:09	13	7	4	4	1	1	32	34	2	6%	80%
UT- Water- New Location/Move	00:07:46	00:06:37	20	9	2	3	2	1	33	39	6	15%	84%
UT- Water Payments	00:04:10	00:03:28	167	45	11	7			233	234	1	0%	73%
Total	00:09:41	00:05:53	466	125	75	41	18	24	771	814	43	5%	83%

Service	
Building	344
Code	35
Engineering	10
Licensing	22
Planning & Zoning	48
Consultation	0
Utilities	312
Total	771